Metrc Support Bulletin

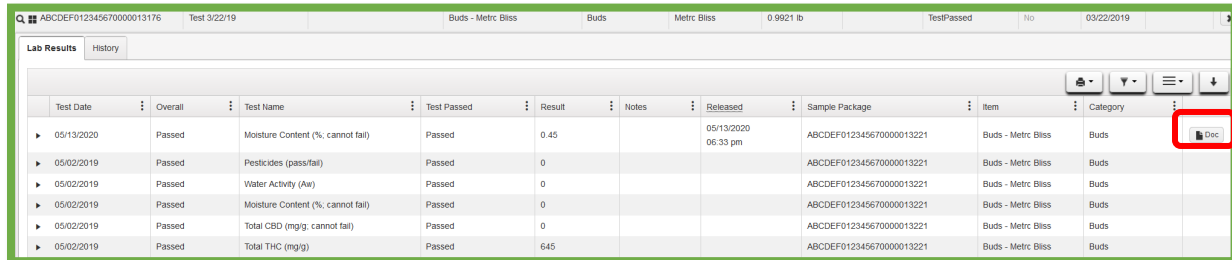| **Bulletin No**: RI_IB_008	**Distribution Date:** 04/21/23	**Effective Date**: Ongoing
Contact Point: Metrc® Support	**Subject**: COA Download and View	
Reason: To inform Licensees of Changes on How to Download and View COAs		

Metrc and OCR are pleased to provide information on enabled changes that are available now**.**

- Testing Facilities now have the ability to upload a COA that is associated to all recorded test results on a specific test sample package in Metrc or through the API using third-party software upgraded to use the new feature.

- Once a Testing Facility has uploaded the COA, both the Testing Facility and Licensees, with the proper permissions, are able to view the uploaded COA via the Lab Results Tab within the Packages grid and in the transfer/manifest.

Below are detailed descriptions and step-by-step instructions on the new feature announced above.

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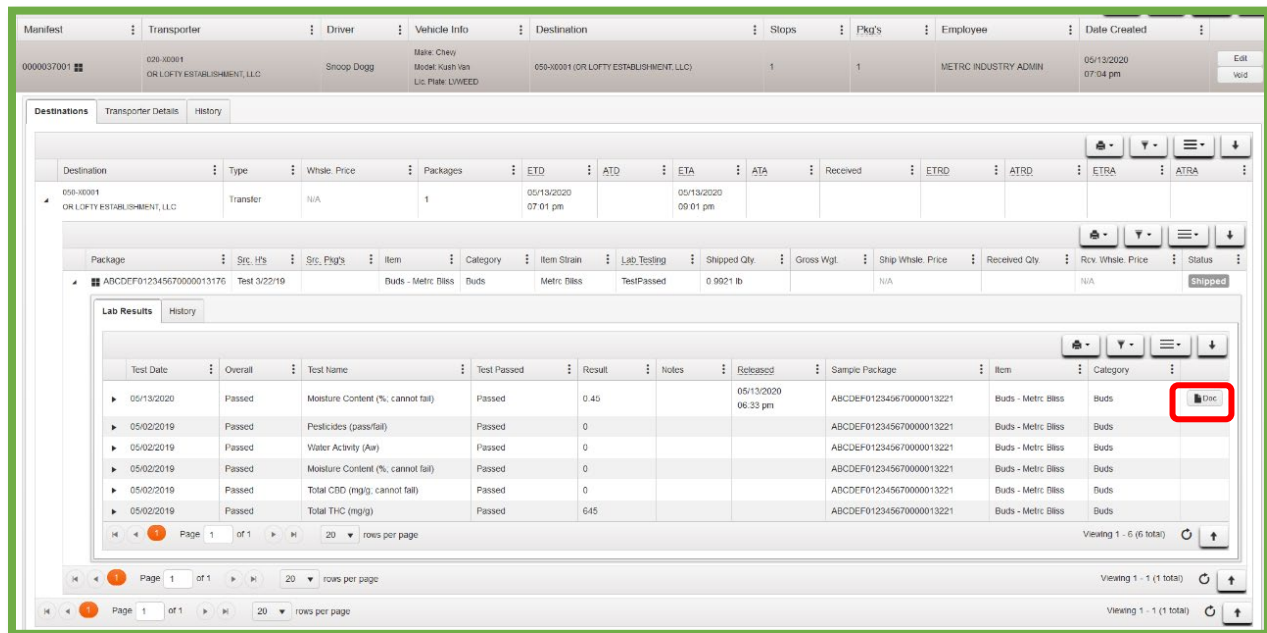
Viewing A COA from Packages Grid

Once a Testing Facility has entered/imported test results and the COA has been uploaded into Metrc for a test sample, the test results will show in Lab Results tab of the source package and any derived package. The COA can be downloaded to be viewed and/or printed by selecting the 📄 Doc button in the Lab Results tab as seen in **Figure 1**.

Figure 1: Selecting Doc button to download COA

Viewing COA from Transfer/Manifest Grid

The COA is also able to be downloaded within the Transfers grid in Metrc as well as shown in **Figure 2**.
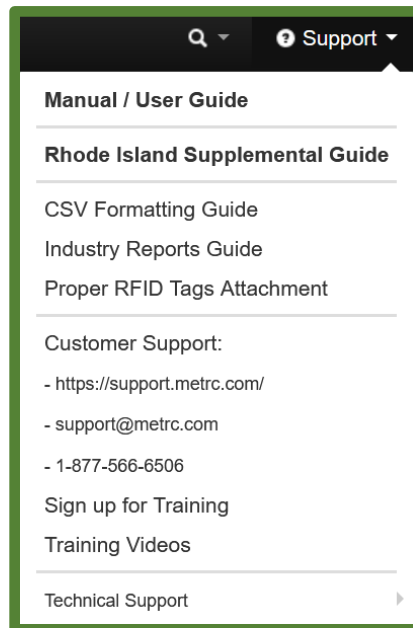

Figure 2: Selecting the Doc button to download the COA

To view a COA within the Transfers grid, the following can be done:

1. Select Licensed Transfers in the Transfers Area
2. Once in the Licensed Transfers grid, find the manifest desired
3. Click the arrow to the left of the manifest and click the Destinations tab
4. In the Destinations tab, click on the arrow to the left of the destination licensee
5. To view the COA for a specific package, click the arrow to the left of the package then click the Lab Results tab. In the Lab Results tab, the individual test results can be viewed as well as the Doc button at the far right of the each of the test result(s). The [Doc] button can be clicked to download the COA to be viewed and/or printed in pdf form.

Metrc Resources

On the far right of the navigation toolbar, there is a Support dropdown. This dropdown can be utilized to reference the Metrc Manual/User Guide, Nevada Supplemental Guide, info to contact Metrc Support, access to training videos and sign up for training. These tools can be used anytime for no additional charges as long as you are entered within an active licensed business.

Figure 16: Support Section

Metrc Learn and the Metrc Knowledge Center may also be accessed which are referenced where additional information can be found.

Metrc Learn is an interactive learning management system, that allows users to view advanced trainings for each facility type (Cultivations, Dispensaries, etc.) on demand. Also, users can

complete modular training for all areas of Metrc. This is a self-paced way to teach specific functionality and processes, allow the user to demonstrate the functionality being discussed, and receive a certificate for each level of the information learned. Completed training information will even be able to be exported.

The Metrc Knowledge Center is a portal that provides on-demand access to various resource materials including past bulletins and helpful links. This center is designed to be a supplemental resource to Metrc Support, providing options for self-assistance with documentation, a live-chat feature, and the ability to submit support tickets directly to our team.

Please feel free to contact Support at support@metrc.com or 877-566-6506 with any questions.